The State of State IT 2007

Gerry Weaver

State Chief Information Officer

2/1/07 & 2/2/07

Agenda

- **2006 – A Year of Significant Progress**
  - IT Consolidation
  - IOT Service Operations
  - Security
  - GMIS (PeopleSoft)
  - Pension Systems
  - Professional Licensing Center of Excellence
  - IT Procurement
  - IN.gov
- **State of Indiana IT Strategic Plan Review**
- **2007 IT Initiatives**

Indiana's Organizing Objective

- The organizing objective of our administration will be <u>higher personal income for Hoosiers</u>, meaning more money, after taxes, in each worker's pocket.

- <u>Almost every part of state government can do something, or do it faster, or maybe stop doing something, to improve the chances of economic growth in our state.</u>

- Be prepared to help identify what your area can do, to keep track of it, and to be held accountable for progress or the lack of it.

Governor Daniels, 1/10/05

Governor's 2007 Initiatives

- **Higher Education**
  - Outsource Lottery for $1b upfront and $200m annually
  - $600M "Hoosier Hope Scholarships"
  - $400M "World-Class Scholars Fund"

- **ICC/Illiana**
  - Indiana Commerce Connector
  - Toll free I-69
  - Illiana Expressway

- **Energy**
  - Extend state energy tax credits
  - Funding for biomass grants

- **Veterans**
  - Deduction increase & combat pay
  - Extend delayed high school diploma program
  - Military Family Relief match
  - Spouse employment program
  - In-state tuition rates for out-of-state soldiers

- **Agriculture**
  - Incentives to compete for expansion and attraction opportunities for companies engaged in technology intensive/high value-added activities

Governor's 2007 Initiatives

- **Full Day Kindergarten**

- **Budget**
  - Continued extremely lean base spending (<2% growth)
  - Given forecasted revenue growth, other priorities can also be accommodated within an "honestly" balanced budget

- **Agriculture**
  - Incentives to compete for expansion and attraction opportunities for companies engaged in technology intensive/high value-added activities

- **Healthcare**
  - "At least $.25" tax increase ($130 M)
  - $300,000/ yr. - 1,000,000 lifetime coverage
  - $500 preventive care
  - Account directed to encourage consumer-directed care
  - Prescription drug coverage

- **Local Gov't. Finance**
  - Tax Adjustment Boards
  - State takes over childcare levy
  - Fiscal flexibility (local)
  - "Hometown matters"

Indiana Office of Technology

- **Mission**
  - To provide cost-effective, secure, consistent, reliable enterprise technology services to our partner agencies so they can better serve Hoosier taxpayers.

- **Vision**
  - To be known throughout state government as a knowledgeable IT organization that provides excellent service to its partner agencies, customers and other stakeholders.

2006 – IT Consolidation Progress

- **Centralization of IT Continues**
  - 94% of Executive Branch consolidated to IOT
  - One e-mail system – 107 agency servers consolidated to 16 e-mail servers
  - State network outsourced
    - Rates reduced between 57% and 25%
    - Agencies now pay for what they use
  - Datacenter Consolidations
    - $30,000 (DWD) and $400,000 (ISDH) saved
    - 346 servers decommissioned
    - Datacenter upgrade from 20 to 120 terabytes of storage
  - Process Implementation/Standardization

2006 – IT Consolidation Progress

- **Financial Benefits of IT Consolidation**
  - **$13.9m in recurring annual savings**
    - Remote service maintenance efficiencies
    - Personnel efficiencies
    - Software licenses
    - Cost avoidance
  - **FY 2007 - Rate Reductions of Nearly 20%**

IOT Service Operations

Brian Arrowood
Director of Service Operations

2006 – Service Ops Progress

- **Process Improvement & Automation**
  - Documented and posted IOT Services on IN.gov
  - Helpdesk Assistant
  - Measuring, reporting, and notifications
 - Change management and escalation processes
- **System Improvements**
  - Storage – Infrastructure Growth, Consolidation of SANs
  - Network Systems – Core Distribution System Upgrade
  - Data Center Architecture – Switches, Wiring, KVM & Server Layout
  - Oracle shared database environment
  - Mainframe OS Upgrade

2006 – Service Ops Progress

- **Support Improvements**
  - Expanded Customer Service Hours (holidays & weekends)
  - Restructured IOT Service Operations to Improve Service
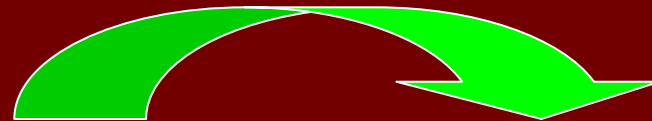
Metric	JAN	Stats	DEC
Speed to Answer	🟥	150,000 Calls	🟩
Abandonment Rate	🟥	Down to 3%	🟨
Level 1 Resolution	🟥	96,200 Tickets	🟩
E-Mail Response	🟥	84,000 E-Mails	🟨
Customer Survey	🟩	20,000 Surveys	🟩
Resolution on Time	🟥	148,000 Tickets	🟩
Projects on Time	🟨	254 Projects	🟩
Network Availability	🟨	2,500 Nodes	🟩
Server Availability	🟨	1,200 Servers	🟨
Account Management	🟥	22,000 Accounts	🟩

2007 – Service Ops Initiatives

- **Consolidations**
  - Remaining agencies
  - Data centers (FSSA)
- **Process Improvement & Automation**
  - Self-service password reset
  - PC image process standardization & automation
  - Automated workflow & deployment of software to desktops statewide
  - Service catalog
- **System Improvements**
  - Database environment standardization
  - Client-based VPN & RAS upgrades
  - Upgrade IOT data center infrastructure
  - E-mail/file archiving

Security

Tad Stahl
Chief Information Security Officer

2006 – Security Progress

- **Disaster Recovery**
  - Mainframe disaster recovery tested for the first time in six years, full system test in December
  - Researched multiple disaster recovery alternatives and narrowed the list to three models
  - Worked with DHS to gain a $500,000 grant for critical disaster recovery infrastructure

- **Personnel**
  - Eliminated more than 3,000 active IDs of terminated employees
  - Assisted state agencies with more than 100 personnel investigations

2006 – Security Progress

- **Security Framework & Training**
  - Established a statewide user agreement (IRUA) and training program for 23,000+ employees
  - Published the Information Security Framework as comprehensive guidance on information security
- **Other Improvements**
  - Addressed weaknesses identified in security assessment around patch management, rogue wireless access points, and extranet servers
  - Implemented Internet security filter
    - 20% bandwidth reduction through elimination of 150K daily hits to inappropriate/unproductive websites
  - Information Systems inventoried in Information Systems Inventory online application

2007 – Security Initiatives

- **Disaster Recovery.** Secondary site for DR operations
- **90 Day Passwords.** Move to complex passwords, 90-day change interval, self-service reset
- **Develop Robust IT Security Operation**
  - Conduct a security assessment
  - Address identified acute risks
  - Increase monitoring of events
  - Staff development through applicable certifications
- **More Information for You**
  - New security one-stop website for policy and practice reference, FAQs, training and awareness information
  - Expansion of the Information Security Framework

GMIS, Pension Systems, & Licensing Center of Excellence

Pat Nulty
Director of Project Management

2006 – GMIS Progress

- **PeopleSoft Financials Implementations**
  - 98% of Executive Branch using basic financials modules
- **Enterprise Learning Module (ELM)**
  - Implemented last summer
  - IRUA training was first
    - Password resets issue; special help desk crew
  - Additional e-Learning projects
    - HIPAA training for ISDH & IOT
    - DOC – Part of their annual training as e-Learning
    - DWD – Unemployment Insurance Application training
    - Ethics

2006 – GMIS Progress

- **PeopleSoft Performance** (4th Quarter 2006)
  - Swapped out four application servers
  - Spread databases across more drives
  - Microsoft Health Check on PeopleSoft databases
- **Performance Issues Metrics**
  - Users that logged on at least once in the month

October	HR:	10,180	FIN:	1,581
November		32,012		1,521
December		7,709		1,503

  - Reported Performance Issues

October	HR:	9	FIN:	100
November		13		14
December		2		6

2007 – GMIS Initiatives

- **PeopleSoft Financials Implementations**
  - Remaining Executive Branch agencies:
    - INDOT   07/2007
    - PERF   (Planning)   2007
    - PEN Products   (Planning)   2007
  - Other ongoing financials implementation projects
    - Auditor of State (State's Official Books) – 01/2008
    - New State Chart of Accounts – 01/2008
  - Separately-elected offices: Dept of Education (Planning), Secretary of State, and Attorney General
- **PeopleSoft Financials Release 8.9 Upgrade – 04/07**
- **PeopleSoft HR Release 8.9 Upgrade – 07/07**

Pensions Progress & Initiatives

- **2006 Progress**

  - Replaced IPSI as systems support arm for PERF and TRF

  - Moved existing IPSI staff into IOT's Pension Systems Support Group

- **2007 Initiatives**

  - Split PERF and TRF systems and files to gain operational efficiencies and cost controls

Licensing Progress & Initiatives

- **2006 Progress** – Center of Excellence within PLA
  - MyLicense & License 2000 (Systems Automation)
  - License renewals via IN.gov
  - 2006 Additions:
    - ATC – Tobacco Manufacture Licensing
    - ISDH - Radiologists & Radiology Sites
    - Divisions of DNR (2) and IDEM (1)
    - Saved estimated $250,000 & 150,000+ renewals online
- **2007 Initiatives**
  - Licenses/permits renewed on Internet: 200,000+
  - More conversions to PLA COE

IT Procurement & IN.gov

Chris Cotterill
Director of IN.gov & General Counsel

IT Procurement

- **Shared Services Works**
  - Partnerships with SBA, IDOA, and OAG reduced IOT procurement cycle from 8.2 days to 2.9 days.
- **Dell QPA (OneIndiana Initiative)**
  - Savings to State of $1.1m+
  - Savings to local government of $3.3m+
  - Easy procurement through standardized selection of computer configurations
- **IT Temp QPA Hourly Rates**
  - $1.25m annual savings (7% reduction)

2006 – IN.gov Progress

- **Mission & Vision Established**
  - Mission: To be the single online source of up-to-the-minute state government information and trusted, easy-to-use, "one stop" state services that reduce the cost of doing business with and within state government.
  - Vision: To be, by the end of 2008, a measurably customer-centric portal of state information and services.
- **Governance Restructured**
  - We're IN.gov, not "accessIndiana"
  - State decides priorities, manages money, and vendor
- **Opened Lines of Communication**
  - IN.gov Update Launched
  - Effective Link to Governor's Office, PIOs, & webmasters
- **Customer Service.** All staff completed customer service training to improve quality of responsiveness.

2006 – IN.gov Progress

- **Financial Management Advances**
  - State, not vendor, gets money to develop new services
  - Priorities driving how money is spent
- **Project Management & Technical Advances**
  - Status reporting, responsiveness
  - Easy issue submission via <u>webmasters.IN.gov</u>
  - Managing to metrics
    - Customer-focused metrics
    - E-mail Notifications at 75% of SLA
  - Tools for Communicators
    - ExactTarget
    - RedDot CMS selected by multi-agency team and procured
    - Live Help with State Information Center

2007 – IN.gov Initiatives

- **Establish Advisory Councils**
  - IN.gov Communicators Advisory Council (01/07)
  - IN.gov Executive Advisory Council (03/07)
- **Link to OMB-GEFP**
- **Disaster Recovery of Services**
- **2007 Redesign & CMS Implementation**
  - WebTrends
  - Frequently Asked Questions

The Transition from <u>Agency</u> IT to <u>State</u> IT

Gerry Weaver
Chief Information Officer

IOT to State IT

- **Shift from IOT to State IT**
  - Technology personnel statewide have a stake in Indiana's IT successes
  - The beginning of a proactive, rather than reactive, approach to state IT
  - Focus shifted from consolidation of utility functions to enterprise and shared functions

- **State IT Governance**
  - Utility functions – systems needed by multiple agencies and not specific to an individual agency's requirements
  - Shared functions – technologies and systems that are common to more than one agency
  - Agency mission delivery – directly and uniquely aligned with an agency mission

Technology Leadership Team

- **Purpose**
  - Develop and manage 2007 State IT Strategy
  - Propose, approve, implement state IT Policies
  - Collaboration forum to improve the use of state IT assets
  - Provide consistent communication to agency leadership on IT direction, policy and opportunity
- **Members**
  - BMV, DCS, DOC, DOE, IDEM, ISDH, DNR, DOR, INDOT, DWD, FSSA, JTAC, OAG, IOT, OMB, PERF
- **Seven Teams**
  - Governance
  - E-Services
  - Continual Improvement
  - Communication

  Human Resources
  Service Delivery
  Procurement

2007 IT Strategic Plan

- **Governance.** – Establish IT governance to promote statewide technology decisions instead of agency-centric decisions.

- **Workforce.** – Develop comprehensive long-term workforce and fiscal planning systems that will continue to support the state's IT workforce needs as well as show fiscal responsibility to the masses.

- **eServices.** – Evaluate each agency's current IT e-services and consequently provide electronic enterprise solutions that enable easy, secure, timely and transparent access to government services and quality information.

2007 IT Strategic Plan

- **Technology Roadmap.** – Translate service requirements into a technology roadmap that will lead to improved IT service.

- **Process Standardization.** – Develop strategic planning, business process improvement and project management standards to drive the priorities for improved agency mission delivery and better serve external customers.

- **Procurement.** – Improve the speed of IT procurements, payables and the quality of state IT contracts.

- **Communications.** – Develop an effective state IT communication plan that takes into account the appropriate mediums, audiences and messages.

2007 – State IT Initiatives

- **Continue Downward Pressure on Rates Charged to Agencies, Resulting in Lower Cost to the State**
- **Deliver Low-cost, High-performance Computer Utility Services**
  - Complete consolidation of state datacenters
  - Continue cost reduction efforts
  - Benchmark services
- **Protect State Technology Assets & Maintain Proper Privacy**
- **Make State Services Accessible & Citizen-focused**
- **Formalize Governance of Centers of Excellence**
- **Customer Service Training for All IT Staff**

2007 – State IT Initiatives

- **Use Enterprise Systems Management To Increase Taxpayer Value**

- **Formalize "Next Generation" of State IT around the Technology Leadership Team's State IT Strategy**

- **Bring Performance Levels to Superior and Become Recognized as the Best State IT Services Organization in the US**

- **Focus on Turning Data into Useful Information**

Question/Answer

Thank You

"Doing nothing has huge costs. Today's world leaves in the dust those who stand still."

Governor Daniels
2007 State of the State Address